

House District 1  
Senate District 1

THE TWENTY-EIGHTH LEGISLATURE  
APPLICATION FOR GRANTS  
CHAPTER 42F, HAWAII REVISED STATUTES

Log No:

For Legislature's Use Only

Type of Grant Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Recipient" means any organization or person receiving a grant.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN):

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:  
Hospice of Hilo

Dbas: Hospice of Hilo

Street Address: 1011 Waianuenue Ave. Hilo, HI 96720

Mailing Address: 1011 Waianuenue Ave. Hilo, HI 96720

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name AN UMAMOTO

Title Development, PR & Education Coordinator

Phone # 808-9691733

Fax # 808-969-4863

E-mail anthuyn@hospiceofhilo.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION INCORPORATED IN HAWAII  
 FOR PROFIT CORPORATION INCORPORATED IN HAWAII  
 LIMITED LIABILITY COMPANY  
 OTHER  
 SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

HAWAII PALLIATIVE CARE CENTER (HPCC) ENHANCEMENT & EXPANSION

4. FEDERAL TAX ID # [REDACTED]

5. STATE TAX ID # [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2016: \$ 150,000.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)  
 EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE  
AT THE TIME OF THIS REQUEST:

STATE \$ 150,000.00  
FEDERAL \$ 0  
COUNTY \$ 60,000.00  
PRIVATE/OTHER \$ 126,440.00

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

[REDACTED SIGNATURE]

AUTHORIZED SIGNATURE

BRENDA S. HO, CEO

NAME & TITLE

1-27-15

DATE SIGNED



RECEIVED

1/29/2015

[Signature]

**A Proposal to The Twenty-Seventh Legislature for Grants and Subsidies  
Chapter 42 for \$150,000 to support Hospice of Hilo's  
Hawai'i Palliative Care Center (HPCC) Capacity Building**

**Background and Summary**

**The mission of Hospice of Hilo is to improve the lives of those we touch by offering support, guidance and compassionate care of body, mind and spirit.**

Hospice of Hilo (HOH), a private, non-profit 501(c) 3 agency, has compassionately served the end-of-life and bereavement needs of the east and south portions of Hawai'i County since 1983, a geographic area of over 2000 square miles. HOH is Medicare certified and a member in good standing with the National Hospice and Palliative Care Organization and Hawai'i Island United Way. HOH has grown from a largely volunteer-based program, with an annual budget of \$250,000 to a structured Medicare program with an office complex, 76 staff members and approximately 200 volunteers, serving over 800 individuals a year, their families and the community with a current operating budget of \$6,838,217.00.

In August 2012, HOH celebrated the opening of its long awaited 12-bed inpatient facility. The 14,140 sq. ft. project is the first of its kind on an island outside of the main island of O'ahu, featuring not only inpatient care, but also expanded bereavement office and counseling space and a recently launched Hawai'i Palliative Care Center (HPCC).

**In 2014 HOH provided:**

- Hospice care to over 450 patients, of which 80% were elderly and/or low-income, in their homes, and in the inpatient care center, ensuring every individual was able to die in a dignified way, surrounded by their loved ones.
- Free grief support services to individuals and families in hospice care and the community at large. 270 individuals were served in 2014, receiving over 2000 hours of grief support. Of these individuals served, 54 were children who received a total of 413 free counseling hours-80% from low-income families.
- Comprehensive palliative care support to 132 patients in the newly launched HPCC, providing an extra layer of clinical and emotional support to seriously ill patients, helping them navigate the healthcare system and preventing patients from "falling through the cracks" in the current array of services.

**If not for HOH the entire east Hawai'i Island region would not have access to the valuable services offered by the organization. HOH helps patients live their remaining life to the fullest, helping them live better knowing they do not have to face the journey alone.**

*"When my mother was diagnosed with her 7<sup>th</sup> brain tumor, we all thought she could fight this one off. Months went by where Julie, Hospice of Hilo's HPCC Care Coordinator visited our home and comforted my mom as she struggled with the side effects of treatment. When the pain and seizures became too much, my mother came to the hospital where all the physicians spoke to her through clipboards. It was Dr. Spector, Hospice of Hilo's Palliative Care Specialist, who finally took my mother's hand and asked a very simple question, 'What do you want?' Through that conversation, my mom chose hospice services and she died several days later in peace at Pōhai Mālama. I fear to imagine what would have happened if Julie had not established that trust and Dr. Spector had not come when she did. I am forever grateful for their compassion and care." -Joshua Goldstein*

**Hospice of Hilo seeks assistance from The Twenty-Seventh Legislature for Grants and Subsidies Chapter 42 to improve the continuity of care for seriously-ill patients on Hawai'i Island by supporting the capacity building efforts of the Hawai'i Palliative Care Center (HPCC).**

In 2004, the HOH Board of Directors identified a gap population they considered underserved and/or unserved—individuals diagnosed with a life-threatening disease, but still seeking and undergoing curative treatments. In this disease stage they would not qualify for the Medicare Hospice benefit. It was evident they needed the holistic and comprehensive pain and symptom management offered to hospice patients in addition to assistance navigating the healthcare system and their care planning options. With this in mind, the HOH Board added a Palliative Care Center to the design of the new inpatient facility. This portion of the building includes a physician's office, patient exam room, a reception area and a family meeting room.

In 2012, construction of the long-awaited inpatient care center was complete, thanks in large part to support from the State of Hawai'i and County CDBG funds. With the assistance of a grant from the HMSA Foundation for \$60,000.00, HOH was able to recruit and retain Hospice & Palliative Care Physician, Dr. Frances Spector, ensuring the development and initial launch of the emerging palliative care program would be a success.

In February 2014, the Hawai'i Palliative Care Center's (HPCC) Phase 1 launched. Because of the critical need for the program, HOH chose to do a limited Phase 1 rollout of services while it continued to raise funds to create the capacity for the complete program. Hospice of Hilo humbly requests the assistance of State Grant in Aid Funds to help ensure the program can fully take root and reach full operational capacity.

***According to The Center of Advance Palliative Care: Palliative care is specialized medical care for people suffering from chronic illnesses, focusing on providing patients with relief from the symptoms, pain, and stress of a serious illness—whatever the diagnosis. The goal is to improve quality of life for both the patient and the family. Palliative care is provided by a holistic and interdisciplinary team of doctors, nurses and other specialists who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment.***

The State of Hawai'i's most recently published vital statistics report in 2012 shows a great need for palliative care and patient care coordination services in Hawai'i County. Cancer, Heart Disease, COPD and Diabetes are top-ranked chronic diseases in this county. The region is also struggling with the highest rate of seniors below the poverty line as well as the highest rate of seniors living alone. Hawai'i County has seen a population explosion in the last decade with an increase of 25%, the largest increase of any county in the state. Population estimates for 2013 were at 190,821 of which 16.8% were aged 65 and older, a higher percentage than the State as a whole. The percentage of seniors is expected to increase as the "Baby Boomer" generation reaches retirement age resulting in the much discussed "Senior Tsunami". Hospice of Hilo's hospice program currently serves over 300 patients a year, 85% being elderly. The "Senior Tsunami" will bring with it an increased need to support those seniors, many of whom will be living with chronic diseases and in need of severe pain management and general support navigating the healthcare system.

In addition to the senior population growth and their subsequent demanding health care needs, the United States Census Bureau shows that on the Big Island of Hawai'i, 18.3% of residents are living below the poverty line, well above the State average. Of the top twenty-five communities with the highest percentage of residents living below the poverty line, ten are located in East Hawai'i. These poverty levels range from a high of 30.1% in Pahoia to 17.1% in Hilo.

According to the Harvard School of Public Health, the proportion of people with private health insurance increases steadily with income. Fewer than half of those with incomes below 200 percent of the poverty level have private coverage. Some are eligible for Medicaid, but many are not because they are not members of the categorical groups of eligible people, such as children or the elderly. In 2010, according to the book, Poverty and Health: A Crisis Among America's Most Vulnerable People by Kevin Fitzpatrick, people who are impoverished are twice as likely to have had no visits to a health care provider than those fortunate to have healthier economic circumstances.

The poverty rates of the East Hawai'i community are double and triple the average rates in the State of Hawai'i and make up the majority of the service area for Hospice of Hilo. These are potential patients and families who face great barriers to accessing preventative health care, comprehensive education and support about their clinical options and needs, and are most likely to wait until a crisis emerges before going to the emergency room for care. With the navigational and symptom support of the Hawai'i Palliative Care Center, these patient populations will have outpatient guidance that will establish a plan of care aligned with their needs and wishes, and potentially reduce the cost burden on the local health system.

**These are two key populations that can and will benefit greatly from the expertise and support provided by the HPCC.** By providing a line of health care support that does not require a 6-month prognosis, this comprehensive service is able to overcome the fear that would keep seriously ill patients from accessing the comforts of palliative care. There will be a service to help calm the storm of confusion and anxiety when one is faced with a serious or life-threatening illness.

**Before the recent opening of the HPCC, palliative care services were non-existent in acute and long-term care facilities in the community served by Hospice of Hilo.** *Health care is complicated and there are many people unnecessarily suffering because they are not receiving the kind of comfort care, severe pain management, and navigational support they need. The HPCC offers an extra comprehensive layer of support, not provided by any other provider in East Hawai'i, support that helps patients and families find peace in the chaos of their serious illness*

Because of the clear need for this extra layer of support, Hospice of Hilo launched Phase 1 of the Hawai'i Palliative Care Center in February of 2014. Prior to this limited launch, Hospice of Hilo worked closely with community health care providers and key leadership to develop the preliminary stages of the palliative care program. The program successfully recruited a Palliative Care Specialist and an Advanced Practice Registered Nurse to provide patient care, and these team members have since continued the important task of building awareness through educational meetings and presentations with local health care professionals and lay people.

This crucial program is beginning to fill a vital need for the East Hawai'i Community but due to the slow growth of utilization by the community and low Medicaid reimbursement rates the HPCC's ability to quickly reach its full potential has been inhibited, and is still in great need of support to ensure the program can fully take root and achieve full operational capacity.

**Funding support from the FY2015-2016 State Grant in Aid will go to capacity building efforts with the goal of fostering more awareness and utilization of the program within the East Hawai'i community, leading to HPCC census growth and increased provider network referrals.**

## Service Summary and Outcomes

The HPCC has a three-year plan to ensure continued patient census growth and increased provider network referrals.

- **Year One: Implement Community Liaison Position in FY2015-2016 to**
  - Increase awareness and trust regarding palliative care,
  - Connect providers and patients with HPCC services
  - Train members of the community to become palliative care advocates
  
- **Year Two: Implement Social Worker Position in FY2016-2017 to**
  - Round out Psychosocial component of palliative care team
  - Enhance abilities of HPCC team to meet the challenging needs of East Hawai'i patients
  
- **Year Three: Add use of Electronic Medical Records (EMR) FY2017-2018 to**
  - Ensure Centers for Medicare & Medicaid Systems (CMS) reporting compliance
  - Improve quality, safety, efficiency, and reduce health disparities
  - Engage patients and family
  - Improve care coordination, and population and public health
  - Maintain privacy and security of patient health information

### HPCC ACTIVITIES FY2015-2016:

- The program offers palliative care consultation services and support for patients and their families with the Hilo Medical Center, the Hawai'i Oncology Center and in both acute and long term care departments at Hilo Medical Center, Ka'ū Hospital, Hale Ho'ola Hāmākua, and the Yukio Okutsu State Veterans Home, consultation and support is also provided for patient referrals from private physicians and the community.
  
- A team of specialists works closely with patients, physicians and other health care professionals to identify and coordinate the plan of care to meet treatment goals.
  
- Palliative care support and care navigation, through a Care Coordinator and volunteers, are continued for outpatient clients, thereby providing a crucial bridge between providers and ensuring continuity of care.
  
- The program provides in-depth education on Advance Health Care Planning (AHCP) & Physicians Orders for Life Sustaining Treatment (POLST), as well as general education about options for improved end-of-life care.
  
- The HPCC Community Liaison builds awareness of palliative care benefits and HPCC services through community presentations, advocate trainings and provider education.

## OUTPUTS:

The Phase 1 limited launch enabled the HPCC to receive 221 referrals and **serve 132 patients in 2014, with 268 face-to-face care visits** from the Hospice and Palliative Care Specialist, the APRN, and the Care Coordinator, providing a combination of direct consultation, education and physician and family support.

Based on current growth and successfully obtaining the necessary funding support, the HPCC estimates increasing the referral rate by a minimum of 20% and serving approximately **161 people in the 2015-2016 Fiscal Year, an increase of 22%, for a total of 333 care face-to-face care visits.**

When the HPCC reaches its full operational capacity, we estimate the complete team, comprised of a palliative care physician, an APRN, a care coordinator, a community liaison, a social worker, a spiritual counselor and an office manager, will be able to provide direct patient consultation to eight (8) patients a day, 2080 patient visits per year. **The HPCC needs continued operational funding support in order to build the capacity to reach this projected goal.**

The HPCC team will also continue to impact the community by providing guidance and support to health care professionals, families of HPCC clients and those seeking advice on Advanced Health Care Planning and POLST (Physicians Orders for Life Sustaining Treatment).

Marketing of the program consists of the addition of the Community Liaison position to the HPCC staff as well as continued PR efforts within the community through collateral, press releases and radio.

## OUTCOMES:

### The HPCC Difference:

- The HPCC is the first and only Palliative Care Center on the Island of Hawai'i. While some agencies may address certain aspects of care coordination, the HPCC is the only program whose sole focus is in palliative care, collaborating with acute inpatient, and long term facilities as well as physicians to provide comprehensive community wide palliative care.
- While some agencies are making efforts to build awareness in the community about the existence of Advanced Healthcare Directives and POLST forms, only the HPCC provides patients with an in-depth understanding of their Advanced Health Care options as well as ensuring that each patients' POLST document is filled out correctly. In addition, the HPCC team provides not just vital guidance, but also symptom management and care coordination—services that go far beyond what other agencies and our region's hospital are able to provide.
- The HPCC is unique. It ensures a continuum of care by providing a bridge for each patient who leaves the hospital into an outpatient setting. By collaborating with providers and following each patient from provider to provider, the HPCC effectively closes the gaps and prevents a disorganized approach to health care.

### In the past twelve months the HPCC has:

- hired APRN Joanne Potts
- established the needed infrastructure for a palliative care business model
- developed a strategic plan and budget to document program value
- developed a patient symptom survey questionnaire

- began a pilot program with outpatient oncology patients (HPOC), with set guidelines for auto referrals, providing a minimum of two visits with the HPCC team
- provided consults and accepted referrals from acute and long-term care facilities
- conducted over 50 presentations and continued to maintain 4-8 presentations a month to providers and the community
- averaged six direct consultation patients per week (Initial visits lasting approx. two hours and follow up visits averaging 40 minutes)
- attended two national conferences on palliative care and brought back information learned to HPCC and HOH staff to increase staff knowledge
- continued to provide support to the East Hawai'i Region of Hawai'i Health Systems Corporation (HMC), in the form of palliative care trainings, consultations, referral acceptance and residency rotation support
- began teaching critical skills to Hawai'i Island Family Medicine Residents, assisting with the palliative physician shortfall, and helping residents understand how to work collaboratively with their patients
- educated and guided community Primary Care Providers to have a simple understanding of palliative care so they may better address their patients' needs
- instituted a 24/7 access call-system where patients can call for advice or problems and speak to an on-call physician.

**The Overall Goals of the HPCC:**

- Increase the quality of care and patient satisfaction, optimizing quality of life
- Reduce the length of hospital stays, as well as readmissions
- Reduce the number of unnecessary tests or procedures that are not in line with pre-established treatment goals

**A recent HPCC Case Story illustrates the program's benefits:**

Mr. X, an HMSA Akamai patient, is a pleasant male diagnosed with malignant melanoma in February 2010. He also has a medical history of Heart Disease, Asthma, Diabetes, and Arthritis.

<b>Time</b>	<b>Care Received</b>	<b>Cost of Treatment</b>
2010-2012	Patient received various treatments from 2010 - 2012 which ultimately failed and recurrence in 9/2012	2.5 years at \$47,000, average cost \$1,600 per month
December 2012	Patient then referred to Queen's Medical Center where he spent over one month in hospital from 12/12 to end 1/13 with surgical excision and wound care for his melanoma in his back area	\$57,000, average cost \$29,000 per month
From mid 2013 into early 2014	Patient had treatment with chemotherapy of various agents which all failed  <i>* During this year of treatment patient experienced fatigue, increased pain, generalized weakness and overall frustration with his disease and treatments</i>	\$300,000, average cost \$50,000 per month

February 2014	Patient told that the drugs were not working	
March/April 2014	Patient met with his primary physician who recommended he consider a palliative care consult to discuss treatment options, goals of care, pain management ideas— <u>patient began care under HPCC</u>	\$10,000, average cost \$5000 per month
May 2014	Patient entered hospice services and has had improved quality of life with good pain control, improved energy and a better quality of life and reached his goal of going for a ride on his Harley again	Averaging now \$1500 per month, hence \$18,000 per year in cost

*When Mr. X entered palliative care his quality of life increased and his cost to the health care system dramatically decreased. The HPCC team estimates the care it provided to Mr. X created a cost savings to Hawai'i's healthcare system of at least \$500,000.00.*

**The in-depth continuum of care provided by the HPCC team not only ensures patients experience better patient care planning and coordination, but also increased quality of life, all the while supporting the provider network and achieving cost savings for the healthcare system.**

## **QUALITY ASSURANCE & EVALUATION PLANS:**

### **Process Measures**

- A fully developed Strategic Plan and Budget including services, staffing and metrics to document program value
- An established surveying system for quality control and operational efficiency

### **Outcome Measures**

- Consistent yearly growth in HPCC patient census
- A fully operating business with the necessary infrastructure, whereby our community and hospital primary care providers can access palliative care services for their patients
- Recruitment of adequate staff for emerging HPCC program needs
- Train HOH & HPCC staff in palliative care
- Document expansion of education of Community and Providers
- Partner with University of Hawai'i at Hilo Nursing and Pharmacy Programs and other interested healthcare professionals and organizations to provide Palliative Care internships and volunteer opportunities
- Track and collect referral data, including number of referrals received, referral sources and services provided to each referral
- Track and collect patient case stories illustrating palliative care impact for cost analysis and patient satisfaction



Program Performance Measures	Applicant Projected Results																						
<p>Provided education on Advance Health Care Directives (AHCD) &amp; Physicians Orders for Life Sustaining Treatment (POLST), as well as general education about options for improved quality of life when facing a serious illness</p>	<p>* Increased number of presentations delivered, a minimum of twenty-four (24) for grant year            *Increased awareness/understanding evident by post presentation surveys to determine knowledge gained            *Track number AHCD distributed to interested community members</p>																						
<p>Education of Community &amp; Providers</p>	<p>*Continue updating education, survey and implementation tools            *Partner with Hilo Medical Center to provide monthly in-services for team</p>																						
<p>Collaboration and Increase in Referrals from Community Partners such as:</p> <table border="1" data-bbox="170 619 703 1083"> <tr> <td>Hilo Medical Center</td> <td>Hale Ho'ola Hāmākua</td> </tr> <tr> <td>Private Practice Physicians</td> <td>American Lung Assoc.</td> </tr> <tr> <td>Public Health Nurse</td> <td>Hui Mālama Nā 'Oiwī</td> </tr> <tr> <td>East Hawai'i IPA</td> <td>'Ohana Health</td> </tr> <tr> <td>HMC Residency Program</td> <td>HIV Foundation</td> </tr> <tr> <td>Hawai'i Pacific Oncology Center</td> <td>UHH Nursing and Pharmacy Program</td> </tr> <tr> <td>Ka'ū Hospital</td> <td>State Veterans Home</td> </tr> <tr> <td>Pāhoa Family Health Ctr</td> <td>Evercare</td> </tr> <tr> <td>Bay Clinic</td> <td>United Healthcare</td> </tr> <tr> <td>Queen's Medical Ctr</td> <td>Kaiser</td> </tr> <tr> <td>Liberty Dialysis Services for Seniors</td> <td>HMSA</td> </tr> </table>	Hilo Medical Center	Hale Ho'ola Hāmākua	Private Practice Physicians	American Lung Assoc.	Public Health Nurse	Hui Mālama Nā 'Oiwī	East Hawai'i IPA	'Ohana Health	HMC Residency Program	HIV Foundation	Hawai'i Pacific Oncology Center	UHH Nursing and Pharmacy Program	Ka'ū Hospital	State Veterans Home	Pāhoa Family Health Ctr	Evercare	Bay Clinic	United Healthcare	Queen's Medical Ctr	Kaiser	Liberty Dialysis Services for Seniors	HMSA	<p>*The HPCC Program in its current design launched in February of 2014.</p> <p>In this year, the program received <b>221</b> referrals from community providers.</p> <p>*The program will show strong growth in grant year FY2016, by a minimum of 20% increase in patients referred.</p>
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Liberty Dialysis Services for Seniors	HMSA																						
<p>Palliative Care Support Services &amp; Patient Navigation</p>	<p>* The comprehensive care coordination provided by the HPCC will continue to be an invaluable source of support for patients.</p> <p><b>2014=132 new patients served. Total of 268 face-to-face visits.</b></p> <p>*The program will show growth in grant year FY2016, by a minimum of 20% increase in number of patients served.</p>																						
<p>Expanded Care Coordination/Palliative Care volunteer/student intern training program</p>	<p>*Increased number and utilization of volunteers and student interns specially trained in Care Coordination/Palliative Care            *Track number of volunteers and student interns to demonstrate increase numbers, as well as increased skills shown by pre/post training tests            *Will offer at least two (2) volunteer/student intern trainings in grant year</p>																						
<p>Cultivated and Implemented Volunteer care giving support network</p>	<p>*The program will continue to utilize the compassionate service of volunteers to bring support to patients in need.</p> <p><b>2014=363.5 volunteer hours</b></p>																						
<p>Expanded Community Education</p>	<p>*With the addition of the new Community Liaison staff position, understanding of what palliative care is and how the HPCC can benefit the community will grow—making a direct impact on patient census growth.</p>																						

**Budget****Quarterly Funding Request:**

<i>Quarter 1</i>	<i>Quarter 2</i>	<i>Quarter 3</i>	<i>Quarter 4</i>	<i>Total Grant</i>
\$37,500.00	\$37,500.00	\$37,500.00	\$37,500.00	<b>\$150,000.00</b>

**FY2015-2016 Additional Requested Sources of Funding:**

<i>Funding Source</i>	<i>FY2015-2016 Estimate</i>
Hawai'i County Non-Profit Grant	\$60,000.00
Harry & Jeanette Weinberg Foundation	\$50,000.00
Fee for Service	\$61,440.00
Individual Donors	\$15,000.00
<b>Total:</b>	<b>\$186,440.00</b>

**Tax Credits:** Hospice of Hilo has not received state or federal tax credits in the last three years. Hospice of Hilo does not anticipate applying for any state or federal tax credits pertaining to capital projects in the near future.

**Balance of Unrestricted Current Assets as of December 31, 2014:**

\$1,548,486.94

**Experience and Capability****Necessary Skills and Experience:**

Hospice of Hilo (HOH) has compassionately served the end-of-life and bereavement needs of the east and south portions of Hawai'i County since 1983. HOH is Medicare certified and a member in good standing with the National Hospice and Palliative Care Organization and Hawai'i Island United Way. Overseen by a 15-member board of directors made up of prominent community leaders, HOH serves over 800 individuals a year, their families and the community. (See Attachment A—Board of Directors)

In August 2012, HOH successfully concluded its \$10 million dollar capital campaign with the opening of its 12-bed inpatient facility, featuring not only inpatient care, but also expanded bereavement office and counseling space, as well as housing HOH's newest service to the community—the Hawai'i Palliative Care Center (HPCC), which celebrates its first anniversary in business, February 2015.

The seventy-six members of the organization's staff and management team bring a wealth of training and experience to every interaction. Each doctor, nurse, social worker and counselor employed by Hospice of

Hilo approaches their work with an acute understanding of the needs of those who are seriously ill, and approaching the end-of-life.

Since the opening of the HPCC, Hospice of Hilo has worked tirelessly to form vital bridges with other crucial health care providers and organizations within the community, collaborating with them to educate their staff and encouraging them to educate each other and the community on the importance of palliative care, all while providing palliative care consultation services and support for patients and their families.

**Hospice of Hilo has the support of these organizations for the HPCC:**

- East Hawai'i Region of Hawai'i Health Systems Corporation- Hilo Medical Center, Ka'ū Hospital and Hale Ho'ola Hāmākua: Referral source
- East Hawai'i Independent Physicians Association
- Bay Clinic, Inc.: Referral Source
- UH Hilo- Nursing and Pharmacy Program: Collaboration to train interns
- Hilo Medical Center Residency Program: Collaboration to train, recruit and retain physicians
- Hawai'i Pacific Oncology Center: Referral source

**Facilities:**

The Hawai'i Palliative Care Center (HPCC) is housed in the 14,140 sq ft. Pōhai Mālama a Harry & Jeanette Weinberg Care Center, opened in August of 2012 due to a successful \$10 million dollar capital campaign. The HPCC includes a physician's office, a patient exam room, a reception area and a family meeting room.

**Proposed Staffing—Staff Qualifications, Supervision and Training**

The Hawai'i Palliative Care Center provides a clinical team and resource care coordinator to help patients and their loved ones navigate complex health care options when struggling with a serious illness. Operating much like a specialist office, the HPCC providers ensure patients have an understanding of their health care options and help to facilitate a discussion to determine priorities and ultimately, a plan of care. A Care Coordinator provides assistance with Advanced Health Care Directives, and assistance accessing community resources for additional help at the patients' residence. This program has been shown through extensive research and evidence based practices to have a positive impact on the community served.

**Common Questions about Palliative Care are:**

- **How is palliative care different from hospice care?**  
Hospice care is a benefit that provides a team of professionals (Physicians, nurses, social workers, spiritual counselors and volunteers) to support a patient who is facing a life-limiting illness and the family who cares for them. Hospice patients are required to have a 6-month prognosis (time of life expectancy) and to decline curative measures to receive this line of service. Palliative Care is an extra layer of medical and care coordination support that can be provided to anyone facing serious illness. Patients are able to receive Palliative Care support as they seek curative treatments and do not need to have a specific time of life expectancy.
- **Why would someone need this?** Serious illness can be extraordinarily painful and stressful to live with. Along with the physical symptoms and pain patients suffer because of the diagnosis, the confusion and anxiety of understanding the full picture of an illness and its potential treatment

options can be overwhelming. Therefore, the Hawai'i Palliative Care Center provides a team focused on addressing patients' pain and symptoms, clear communication to help patients and families understand their health care options, compassionate guidance to help coordinate the patient and family's goals of care, and additional support to access volunteer support and community resources.

- **How is care received at the Hawai'i Palliative Care Center different from what a patient receives with their family doctor?** The HPCC team works much like a specialist's office, and does not replace a patient's primary care physician. HPCC is the extra layer of support, offered to patients who need a palliative line of care over and above their usual appointments with their primary care physician. The HPCC team works alongside primary care physicians to help patients live the best quality of life.
- **What is a typical appointment at the Hawai'i Palliative Care Center like?** Before the patient's appointment, HPCC will collect the patient's medical and medication history. That way, the HPCC team will have a better idea of the patient's medical challenges and potential issues. At the appointment, the patient and his/her family will have the opportunity to speak with the HPCC team member for a lengthy period of time (often times an hour or more) to discuss what issues the patient is struggling with and help establish what the patient and families' goals of care are. The HPCC physician will then provide recommendations that can include, but are not limited to, medication modifications, suggestions for therapy, clear explanation of how the diagnosis will progress and guidance to complete an Advanced Health Care Directive. When the medical appointment is complete, the patient and family are also offered volunteer support and provided a list of community resources that can assist with their particular challenges.
- **What happens after a patient has their initial appointment with the HPCC?** The HPCC then provides ongoing MD availability during regular hours to provide palliative care advice to the patient's primary medical team on management of symptoms and/or follow up with patients and families about goals of care. In addition, the HPCC team will partner with medical professionals throughout the community to assist in the patient's care coordination and provide clinical support.

**Staff:**

**Frances Spector, MD**

The Hawai'i Palliative Care Center is under the direction of Hospice & Palliative Care Physician, Dr. Frances Spector. Dr. Spector is certified with the American Board of Internal Medicine with a subspecialty certification in Hospice and Palliative Medicine. She is licensed in Hawai'i (physician) and in California (physician & surgeon). Dr. Spector's education spans an AS in Nursing, a BS in Chemistry and a Doctor of Medicine.

**Joanne Potts, APRN**

Dr. Spector has the support of Advanced Practice Registered Nurse, Joanne Potts. The HPCC model of care is very time intensive, with patient visits lasting, on average, between 30-60 minutes. With a goal of 10 patients a day, the support of an APRN to assist with the day-to-day management of the patient load is critical.

**Julie Kai, Care Coordinator**

Ms. Julie Kai is a certified family counselor who coordinates resources and volunteer assistance for patients seeking additional support. Ms. Kai brings four years of experience as a Transitions counselor, assisting seriously ill patients navigate resources, to her work with the HPCC. Her gentle

presence has become a great source of comfort for many seriously ill patients and families throughout the community.

**Supervision and Training:**

Lynda M. Dolan, MD—Medical Director

Providing direct oversight and guidance for the Hawai‘i Palliative Care Center staff, Dr. Dolan provides direction and has overall responsibility for all medical aspects of the Hospice of Hilo/HPCC patient care programs. She is part of the Interdisciplinary Team and elicits the support and cooperation of attending physicians in providing care for the general medical needs of Hospice of Hilo/HPCC patients as related to their serious or life-limiting illnesses. She also meets the general needs of the patients to the extent that these needs are not being met by their attending physicians.

Dr. Dolan has been with Hospice of Hilo since 1999, becoming Medical Director in 2009. She is Board Certified in both Family Medicine, and Hospice and Palliative Medicine. In addition to her work for Hospice of Hilo, Dr. Dolan runs a full-time private practice, is Staff Physician for Hilo Medical Long Term Care, and is Assistant Clinical Professor-Department of Family Medicine and Community Health, John A. Burns School of Medicine.

Brenda S. Ho, MS, RN—CEO

Providing general oversight and direction for the HPCC program is Hospice of Hilo CEO, Brenda S. Ho, MS, RN. Brenda oversees and is responsible for the overall daily management and administration of Hospice of Hilo. Under the general direction of the board of directors and in accordance with policies set forth by the board, she has full authority over the approved budget and the hospice program.

Brenda is currently serving on the board of Kōkua Mau (the state-wide Hospice and Palliative Care Organization) and participates on the Hawai‘i County Mayor’s Healthcare Sustainability Taskforce. She is a member of the South Hilo Rotary Club, Hawai‘i Island Chamber of Commerce, Japanese Chamber of Commerce and Industry and is a long standing Weinberg Association Fellow, graduating from the Weinberg Fellows Program in 1993.

**Organization Chart:**

**See Attachment B—Current Hospice of Hilo Organization Chart  
and Attachment B2—Current Hawai‘i Palliative Care Center Organization Chart**

**Compensation: Annual Salaries for top three positions in organization**

Brenda S. Ho, MS, RN	Chief Executive Officer	\$109,167.00
Shirley S. Dellinger	Director of Operations	\$90,177.00
Lynda Dolan, MD	Medical Director	\$72,820.00

**Litigation:**

No pending litigation or outstanding judgments.

**Licensure or Accreditation:**

Hospice of Hilo is Medicare certified and in good standing regarding all Medicare conditions of participation.

**Federal and County Grants:**

- No Federal grants awarded since July 1, 2014
- Hawai'i County Non-Profit Grant FY2014-2015, award of \$45,000.00 for HPCC program

**Private Educational Institution:**

Award will not be used to support of benefit a sectarian or non-sectarian private educational institution.

**Future Sustainability:**

In order to sustain this critical program, Hospice of Hilo makes great efforts to continue fostering professional, collegial relationships within the healthcare system & community as well as provide a multitude of avenues for public education and awareness regarding palliative care choices and Advanced Health Care Planning.

For this reason, Hospice of Hilo conducts workshops, community presentations, maintains a biannual newsletter, and utilizes email and online media to continue communicating with our constituents and partners.

Studies have shown that patients with one or more chronic conditions represent approximately 5% of the total patient population but account for more than half of health care costs. Research also shows that when palliative services are involved, patients receive significantly better support and the cost of care decreases greatly because of pain and symptom management and improved knowledge of goals of care.

**Therefore, it is imperative that the HPCC establish a strong footing to not only reduce patient suffering but help reduce the devastating costs of health care.**

The proposed budget as attached to this application illustrates the use of funding to cover the HPCC program's operating and staff expansion costs for FY2015-2016, allowing HOH to increase the capacity of this vitally needed care to the East Hawai'i Community. To ensure the program can fully take root and achieve full operational capacity **funding is needed to build capacity through patient census growth and increased provider network referrals.**

Additional funding may be needed for up to three (3) years while patient census is being built, with patient census growth, billable physician's visits under the Palliative Care Business Model will help sustain the program. However, due to the time-intensive nature of palliative care consultations and the changing landscape of the health field, Medicaid and insurance reimbursements, in the foreseeable future, will not fully cover the cost of providing care.

The Hospice of Hilo Development team will continue to build and maintain relationships with donors and sponsors, as well as make ongoing efforts to apply for and obtain financial support through grants as they become available. In addition, HOH will continue efforts to dialogue with the insurance industry to expand reimbursement practices as palliative care continues to show major cost saving benefits.

Hospice of Hilo has a proven track record of quality care and support. Pairing this effective program with community outreach and education will ensure the Hawai'i Palliative Care Center is able to continue growth past FY2015-2016 and serve the East Hawai'i community for generations to come.

**Certificate of Good Standing: (See Attachment C—Certificate in Good Standing)**

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2015 to June 30, 2016

Applicant: Hospice of Hilo

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	105,997		53,560	66,516
2. Payroll Taxes & Assessments	8,113		4,097	4,622
3. Fringe Benefits	12,421		2,343	19,543
<b>TOTAL PERSONNEL COST</b>	<b>126,531</b>		<b>60,000</b>	<b>90,681</b>
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island				
2. Insurance	1,500			
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training	1,000			4,000
6. Supplies	8,650			2,000
7. Telecommunication				
8. Utilities				23,530
9. Marketing	2,000			3,000
10. Dues, License and Subscription	1,000			1,229
11. Mileage	1,600			1,000
12. Recruitment	719			1,000
13				
14				
15				
16				
17				
18				
19				
20				
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>16,469</b>			<b>35,759</b>
<b>C. EQUIPMENT PURCHASES</b>	<b>7,000</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>				
<b>E. CAPITAL</b>				
<b>TOTAL (A+B+C+D+E)</b>	<b>150,000</b>		<b>60,000</b>	<b>126,440</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	150,000	AN UMMOTD (800) 969-1733		
(b) Total Federal Funds Requested		Name (Please type or print) _____ Phone _____		
(c) Total County Funds Requested	60,000	Signature of Authorized Official _____ Date 1-27-15		
(d) Total Private/Other Funds Requested	126,440	Brenda S. Ho, CEO		
<b>TOTAL BUDGET</b>	<b>336,440</b>	Name and Title (Please type or print)		



**BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES**

Period: July 1, 2015 to June 30, 2016

Applicant: Hospice of Hilo

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Hospice and Palliative Care Physician		\$101,974.00	10.00%	\$ 10,197.40
Advanced Practice Registered Nurse		\$95,860.00	100.00%	\$ 95,860.00
Care Coordinator		\$53,560.00	100.00%	\$ 53,560.00
Volunteer Manager		\$55,167.00	10.00%	\$ 5,516.70
Community Liaison		\$60,000.00	100.00%	\$ 60,000.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>225,134.10</b>

**JUSTIFICATION/COMMENTS:** Both the Palliative Care Physician and Advanced Practice Registered Nurse are able to provide clinical support to patients accessing HPCC services. Because of her special set of skills, the Palliative Care Physician will divide her time between Hospice of Hilo's hospice program and HPCC. When the HPCC census reaches a point which demands her full time oversight, her time will be adjusted to meet those changing needs. The Community Liaison will be a new position acquired thanks, in part, to the support of the State and other private funding. This position will be critical to educate and connect East Hawai'i providers with HPCC, thus increase and streamline the referral of appropriate patients who need this line of support.

## BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2015 to June 30, 2016

Applicant: Hospice of Hilo--(HPCC)

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
Computer	3.00	\$2,000.00	\$ 6,000.00	6000
Computer Software Updates and IT Maintenance	NA	\$1,000.00	\$ 1,000.00	1000
			\$ -	
			\$ -	
			\$ -	
<b>TOTAL:</b>	<b>3</b>		<b>\$ 7,000.00</b>	<b>7,000</b>

JUSTIFICATION/COMMENTS:

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
Non-Applicable			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
<b>TOTAL:</b>				

JUSTIFICATION/COMMENTS:

## BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2015 to June 30, 2016

Applicant: Hospice of Hilo-(HPCC)

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2013-2014	FY: 2014-2015	FY:2015-2016	FY:2015-2016	FY:2016-2017	FY:2017-2018
PLANS			X			
LAND ACQUISITION			x			
DESIGN			X			
CONSTRUCTION			X			
EQUIPMENT			X			
TOTAL:			X			
JUSTIFICATION/COMMENT Not requesting capital funds--Non-Applicable						

# GOVERNMENT CONTRACTS AND/OR GRANTS

Applicant: Hospice of Hilo—(Hawaii Palliative Care Center)

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau )	CONTRACT VALUE
1.	Hawaii Island-County Non-Profit Grant	FY 2012-13	County-Hawaii Island	County-Hawaii Island	\$62,250.00
2.	Hawaii Island-County Non-Profit Grant	FY 2013-14	County-Hawaii Island	County-Hawaii Island	\$45,000.00
3.	Hawaii Island-County Non-Profit Grant	FY 2014-15	County-Hawaii Island	County-Hawaii Island	\$45,000.00
4.					
5.					
6.					
7.					
8.					
9.					
10.					
				TOTAL	<u>\$152,250.00</u>

**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS PURSUANT TO  
CHAPTER 42F, HAWAI'I REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawai'i Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
  
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawai'i Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.
  
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawai'i Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawai'i Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Brenda S. Ho, CEO, Hospice of Hilo  
(Typed Name of Individual or Organization)



(Signature)

1-27-15

(Date)

Brenda S. Ho  
(Typed Name)

Chief Executive Officer  
(Title)



## *2015 Board of Directors*

**President – Robert D. Irvine, MD**  
Retired Physician

**Vice-President – Paul Ferreira**  
Deputy Chief of Police

**Secretary – Claire Shigeoka**  
Director of Human Resources

**Treasurer – Kim Marie Ek**  
Controller

**Haidee Abe – Business Banking Officer**

**Adam Bauer – Vice President of Finance**

**William Hartman, MD – Gastroenterologist**

**Janice Higashi – Business Owner**

**The Rev. RK “Moki” Hino - Priest**

**Kay Iopa – Lawyer**

**Dixie Kaetsu – Retired Managing Director**

**Susan Mochizuki - Administrator**

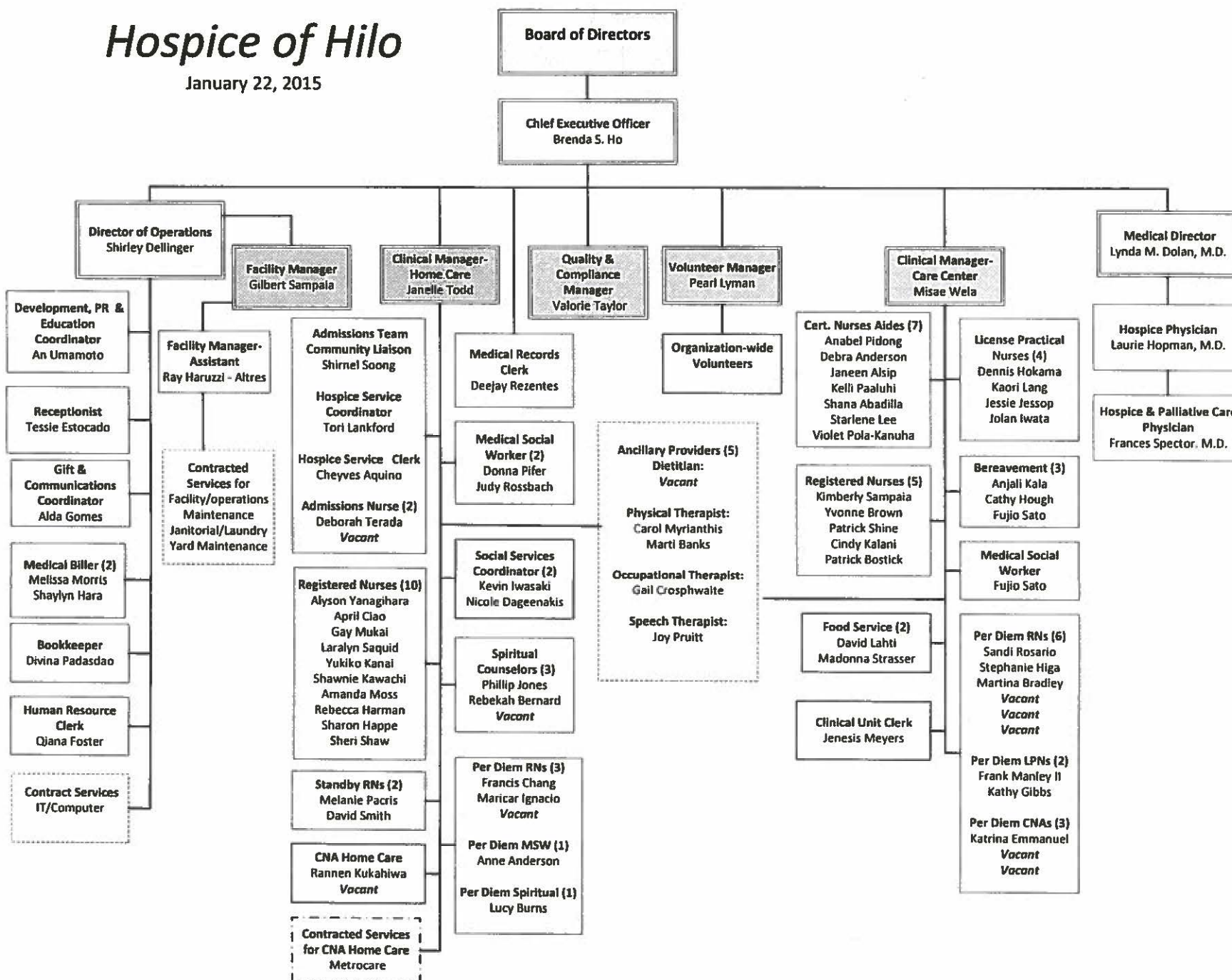
**Margaret Shiba – Director for Institutional Advancement**

**Kevin Wilcox, MD - Oncologist**

**Brenda S. Ho—Hospice of Hilo, Chief Executive Officer**

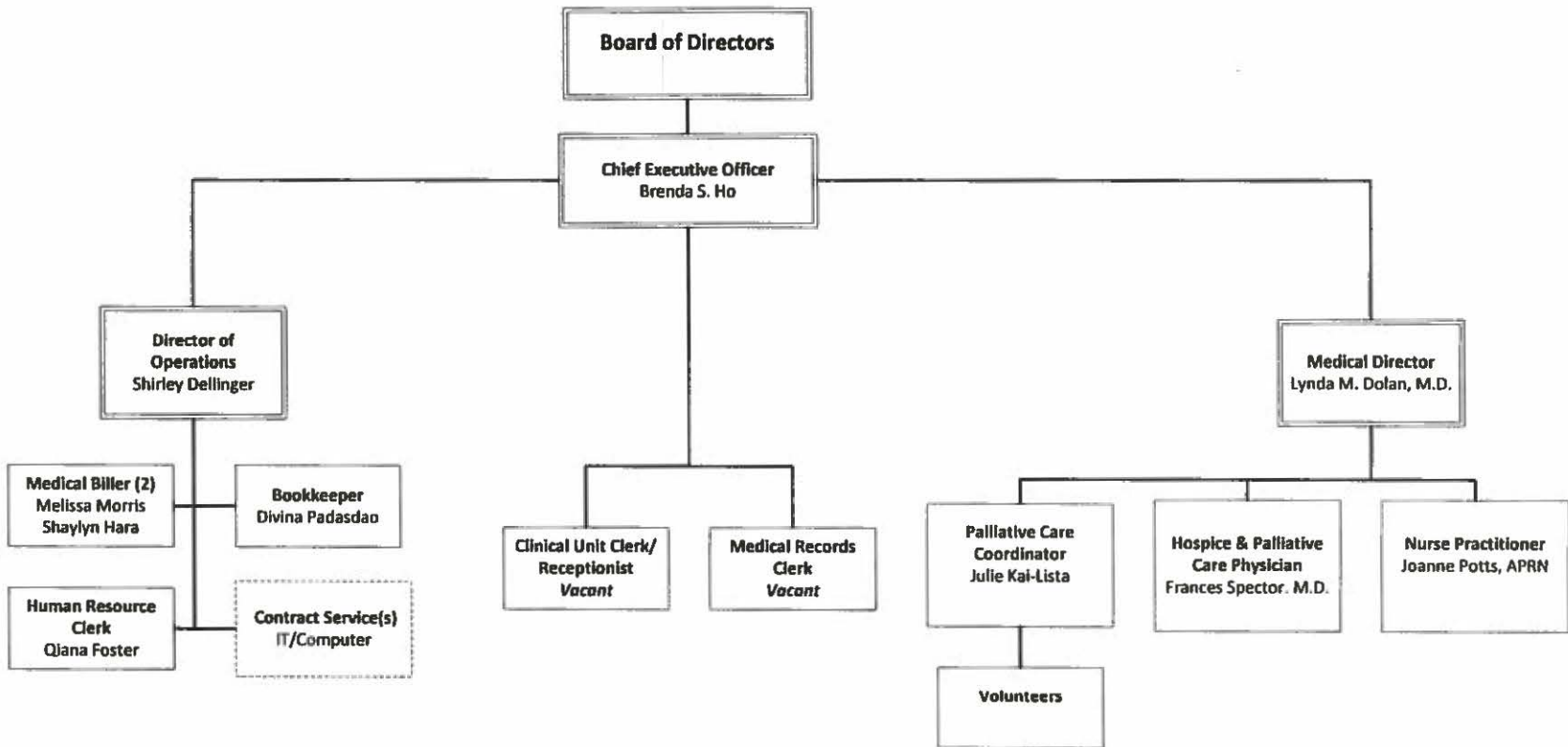
# Hospice of Hilo

January 22, 2015

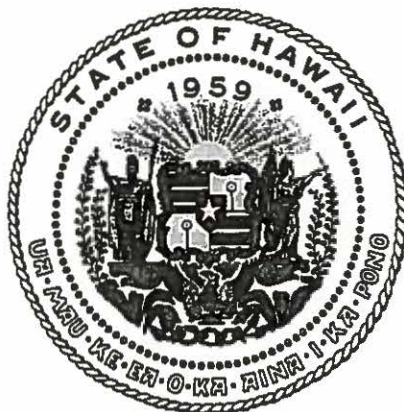


# Hawaii Palliative Care Center

January 22, 2015







## Department of Commerce and Consumer Affairs

### CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

HOSPICE OF HILO

was incorporated under the laws of Hawaii on 01/10/1980 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: January 16, 2015

Interim Director of Commerce and Consumer Affairs

